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July 16, 2009

**VIA E-MAIL**

Mr. Jim Ward  
Washington Utilities and Transportation Commission  
1300 South Evergreen Park Drive SW  
Olympia, WA 98504-7250

Re: Docket No. UW-091050 - Burton Water Company, Inc.

Dear Mr. Ward:

This letter will respond to your Data Request 1.

1. Please provide cost calculations for the reconnection charge of \$50. How many reconnections were performed by the water company for the test period of calendar year 2008?

**RESPONSE:** For test period 2008, the Company charged no reconnection fees. The Company goes to great lengths to avoid discontinuing service to its customers. The Company's methods have been successful as evidenced by it not collecting any reconnection fees for 2008. Following are the steps for reconnection.

1. Customer receives a notice of past due amount on their bill. This notice gives them 10 days to pay the past due amount.
2. After ten days the customer receives a shut off notice in the mail. This notice sets a date to contact the Company or pay.
3. This notice is followed up by a phone call or visit to the residence. The Company always attempts a personal contact.
4. Failure to pay results in service being discontinued and the curb stop is locked if possible.
5. Customer is notified service has been discontinued.

6. Customer pays. Payment is recorded and the account is updated.
7. Service is resumed and lock is removed.

<u>Costs of above steps</u>	<u>Materials</u>	<u>Labor</u>
1. 5 minutes	\$.25	\$2.50
2. 5 minutes	\$.40	\$2.50
3. 10 minutes		\$5.00
4. 20 minutes		\$10.00
5. 20 minutes		\$10.00
6. 20 minutes		\$10.00
7. 20 minutes		\$10.00
Total	\$.65	\$50.00

2. Please provide cost calculations for the account set-up charge of \$20.  
How many account set-ups were performed by the water company for the test period of calendar year 2008?

RESPONSE: For test period 1008, the Company charged eight account set-up fees. Following are the steps the Company takes in setting up an account.

1. The Company is contacted that a customer is moving in.
2. Meter is read.
3. The Company calculates the partial monthly payment.
4. The bill is written up and mailed.
5. The new account is entered into the computer database and the old account is removed.

<u>Costs of above steps</u>	<u>Materials</u>	<u>Labor</u>
1. 10 minutes		\$5.00
2. 10 minutes		\$5.00
3. 5 minutes		\$2.50
4. 10 minutes	\$.80	\$5.00
5. 5 minutes		\$2.50
Total	\$.80	\$20.00

3. Please provide cost calculations for the NSF charge of \$40. Additionally, please provide a copy of the bank charge for processing NSF checks. How many NSF checks were received and charged to the water company for the test period of calendar year 2008?

RESPONSE: For test period 2008, the Company received two NSF checks. The bank charge to the water company for NSF checks is \$5.00. Following are the steps taken when an NSF check is received.

1. The bank sends the NSF check to the Company.
2. The Company copies check and returns check to customer asking for a new check.
3. Account is corrected in the computer to reflect lack of payment.
4. The customer is contacted by phone to report NSF check.
5. New check is received.
6. New check is deposited.
7. Account is corrected to reflect payment.

<u>Costs of above steps</u>	<u>Materials</u>	<u>Labor</u>
1. 10 minutes	\$5.00	\$5.00
2. 10 minutes	\$.65	\$5.00
3. 10 minutes		\$5.00
4. 10-30 minutes		\$5.00-\$15.00
5. 5 minutes		\$2.50
6. 10 minutes		\$5.00
7. 5 minutes		\$2.50
Total	\$5.65	\$30.00-\$40.00

4. Please provide cost calculations for the water availability letter charge of \$25. How many letters were issued by the water company for the test period of calendar year 2008?

RESPONSE: For test period 2008, the Company received one request for a water availability letter. Following are the steps taken to prepare a Water Availability Letter.

1. Request is received from customer.
2. The Company determines nearest hydrant location.
3. The Company calculates the fire flow available.
4. The Company fills out the form.
5. The Company mails the form to the applicant.

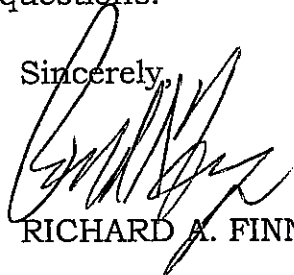
<u>Labor costs for the above steps and materials</u>		<u>Materials</u>	<u>Labor</u>
1.	10 minutes		\$5.00
2.	10 minutes		\$5.00
3.	10 minutes		\$5.00
4.	10 minutes		\$5.00
5.	10 minutes	\$.65	\$5.00
Total		\$.65	\$25.00

5. Please note that the tariff filing included a \$150 charge for inspection of the service for damages (sheet 17) and cross connection control charges of \$35 (sheet 26) that were not part of the customer notice and will need a separate notice prior to any effective date.

RESPONSE: So noted.

Please let me know if you have any questions.

Sincerely,



RICHARD A. FINNIGAN

RAF/km

cc: Jim Garrison (via e-mail)  
Evan Simmons (via e-mail)  
Barb O'Block (via e-mail)